Employment Pathway Plan Guidelines Supporting Documents

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Version	Start Date	Effective Date	End Date	Change & Location
1.2	25 Jun 14	25 Jun 14		Amended Compliance actions in tables.
1.1	05 Jun 14	05 Jun 14	25 Jun 14	Amended incorrect Activity Codes. Other minor amendments and updates throughout content.
1.0	28 Mar 14	28 Mar 14	04 Jun 14	Consolidation of supporting documents to support EPP Guidelines

Employment Pathway Plan Codes and Barrier Management Tool

This document contains a comprehensive list of activity codes that is available for use in the Employment Pathway Plan (EPP) and detailed information on the Barrier Management Tool. It is an optional tool which can assist Job Services Australia providers (hereon referred to as 'providers') to identify and treat a job seeker's vocational and non-vocational barriers to employment.

EPP sections are categorised by activity type and activity code, which detail the job seeker's requirements. Codes are available for use in one or more sections of the EPP, depending on the type of activity.

Employment Pathway Plan Sections and Activity Codes

The EPP sets out an individualised pathway to employment for each job seeker. The EPP must be tailored to the needs of each job seeker outlining agreed activities to be undertaken to become work ready and gain sustainable employment. The EPP is a flexible living document that is updated as the job seeker progresses along their pathway to employment or to reflect other changes in their circumstances.

A comprehensive list of activity codes is available for use in the EPP. The codes have been designed to cover all the commonly used items a provider may need to include in an EPP and all the provider needs to do is insert relevant variable fields such as dates and other details to quickly select and include an item in the EPP. There are over 50 codes to choose from covering commonly used items such as regular contacts, participation in activities such as Work for the Dole as well as codes for training, non-vocational interventions and job search.

Additional Text feature

Each code has an Additional Text feature, to make it easy for providers to add an extra sentence, if required, to further tailor the EPP and the specific activity being included. For example, providers can use the Additional Text option to insert free-text to specify the time and date of an appointment, identify a specific training course, etc. The Additional Text option should serve the needs of providers who wish to add free-text to further tailor each code for job seekers.

Providers will select an activity code and will then be able to add Additional Text to further tailor the activity to the job seeker. Providers will not be able to make any changes to the defined text of the codes, they will only be able to include additional information. _The Additional Text must not conflict with requirements or information stated in the defined text_.

The use of Additional Text is not mandatory, but in some codes is recommended to clarify the particular requirement (see the advice against each individual code). For example, in activities where No Show No Pay compliance applies, it may be beneficial to both the job seeker and the provider to include the days and times that a job seeker has agreed to attend, as in the following example in which the job seeker has been referred to Work for the Dole: The provider has selected the Work for the Dole code, which has the following defined text:

> _I agree to participate in Work for the Dole for [x] hours per fortnight from [Start Date] to [End Date]._

After ensuring the hours and start and end dates are correct, the provider then includes more specific details about the job seeker's participation:

> *I will attend at the Bandaloo Scout Hall on Tuesdays, Wednesdays and Thursdays between 9.30am and 2.30pm.*

Free-text

If providers find that the list of codes available does not cover an activity or appointment they wish to include in the EPP, they can use the Free-text code. Generally this Free-text code should not need to be included as there should be an available code already that can be used, and this is a far quicker option than typing in Free-text. If a code already exists for an activity then the Free-text code should not be used in its place, as this can have systems impacts.

For example, using the code for mobility allowance (JS05 or JS06) in an EPP triggers the payment of a higher rate of mobility allowance by DHS. Putting the same information in the EPP using the Free-text code will not trigger the higher rate of payment by DHS. Another example is the inclusion of job search in an EPP. If the JS01 code (for compulsory job seekers only) is not used, DHS will not issue a fortnightly form to the job seeker (commonly referred to as an SU19 or application for payment form) to check their job search efforts.

In most cases, a relevant code will be available which can be further defined using the Additional Text option.

However, if using the Free-text code, providers should be careful to make the free-text description as meaningful as possible.

Code & Descriptor:	*FTXT – Free-text*
Defined Text:	[Free-text] from [Start Date] to [End Date]. • Include details of the activity in [Free-text], noting that there is a total character limit of 250 for the Free-text code; Enter the start and end date of activity in brackets [Start Date] and [End Date].
Using the code:	• The Free-text code can be Compulsory or Voluntary and can be used by providers and DHS. • The Free-text code option should only be used when there are no suitable existing codes. • Wording should be specific and measurable; realistic and achievable. • This code can be used more than once within an EPP. • Providers should use existing pre-defined codes as a guide to creating Free-text codes
Compliance	No Show No Pay (NSNP) Participation Report (PR) for an activity, Non-Attendance Report for a provider appointment or Connection failure PR for an appointment (other than a provider appointment). No compliance when Voluntary.

Sections of the EPP

The EPP is made up of sections which are categorised by activity type. The sections available are:

- Goals
- Job Search activities
- Appointments
- Education and Training activities
- Work Experience activities
- Employment
- Non-Vocational activities
- Intensive Activities

- Compliance Activities
- Employment Services Provider Assistance.

The EPP is dynamic, so only the sections selected by the providers will appear in the completed EPP. The exception to this is the Goals section which must be included in all EPPs.

Goals

The Goals section is integral to the EPP as job seekers' individual goals (along with their participation requirements and capacity) will define their pathway to employment.

Providers will need to assist job seekers to define clear, achievable goals, which have the ultimate aim of moving the job seeker into sustainable paid employment. Providers must support the job seeker to achieve their stated goals.

Goals may also be influenced by a job seeker's circumstances. A Stream 1 job seeker who has good employment skills and opportunities, should have goals which are focussed on finding employment in the short-term, whereas a Stream 4 job seeker with individual circumstances that inhibit their employment opportunities, may initially have short-term goals related to assisting them with their personal circumstances and preparing them for employment.

The activities included in the EPP need to support the job seeker in achieving the goals they have set. Providers will not be able to approve an EPP which does not include a goal. Goals can and should be updated to reflect changes in circumstances and to recognise achievements and progress.

Goals are to be written into the Goals section using free-text, to a maximum of 500 characters. There are no activity codes for the Goals section as the goals must be specifically tailored to the individual job seeker.

Job Search Activities

This section will record job search activities the job seeker is undertaking. If the job seeker has job search contact requirements, which is the case for most job seekers, these contacts are to be included in this section.

If a job seeker has had an EPP previously negotiated by DHS, this section may already include the Job Search code (JS01), which will have job search contact requirements. It may also include the Job Seeker Diary code (JS03 – a DHS only code) when the job seeker attends their first provider appointment. If these codes are already included in the EPP, providers will need to review them to ensure they are still relevant and if not, remove, replace or update them as required. Job search will be the key activity for most job seekers.

Providers will need to check the job search contacts regularly and adjust them as required based on other activities the job seeker is undertaking and their individual participation requirements (see **Participation Requirements Guidelines**). The user will elect whether codes should be Compulsory or Voluntary (where this is a choice), depending on the job seeker's needs and requirements.

Job Search Activities Codes
- JS01 - Job Search Contacts
- JS02 - Job Search Skills Activities
- JS04 - Job Search Contacts – Voluntary
- JS05 - Job Search with Disability – activity tested
- JS06 - Job Search with Disability – non-activity tested
- JS07 - Research and Prepare Applications
- JS08 - Use Australian JobSearch

Code & Descriptor:	*JS01 - Job Search Contacts*
Defined Text:	I agree to search for work by contacting [X] employers per fortnight between [Start Date] and [End Date]. I agree to report these job search contacts to Centrelink as directed. • Enter the number of job search contacts required per fortnight at [X]; insert the Start and End date, with the End Date being no more than six months in the future.
Using the code:	• This code is to be used for activity tested job seekers with full-time or part-time activity test requirements. This code cannot be used for non-activity tested job seekers. • The level of job search contacts will be tailored to the job seeker by DHS or the provider, based on the job seeker's participation profile, personal circumstances and level of capacity. For Stream 4 during the first 6 months, providers will have the discretion to determine what levels of job search efforts are required for job seekers. Refer to the ***Participation Requirements Guidelines*** for further information on setting job search contacts for further information on setting the appropriate level of job search contacts. • This code cannot be used for non-activity tested job seekers and ESS will not allow its inclusion for these job seekers. Use the JS04 code for non-activity tested job seekers who volunteer to undertake job search. • *JS01 can only be Compulsory* and can be used by providers and DHS. • This activity code may also be used in the Work Experience and Compliance sections of the EPP, however, it can only be used in these sections when it co-exists with WE08, Relocation to an area of Higher Labour Demand. • JS01 has a Very High priority (that cannot be over-ridden in the system). When this code is selected for use in the EPP it will always be the first code to appear in the Job Search Activities section. • This code cannot be used for Early School Leaver (ESL) job seekers. Only voluntary job search activities can be included in an ESL's EPP.
Compliance:	Connection failure PR.

Code & Descriptor:	*JS02 - Job Search Skills Activities*
Defined Text:	I agree to attend and fully participate in job search skills activities with [Provider] from [Start Date] to [End Date]. I will attend on [Day/s] between [Time 1] and [Time 2]. • Enter the provider at [Provider]; enter the Start and End dates; select from the drop box provided the days on which the job seeker has agreed to attend the activity at [Day/s]; enter the Start time of agreed attendance at [Time 1] and the End time of agreed attendance at [Time 2].
Using the code:	• This code is to be used for job seekers attending in-house training with their provider to improve their job search skills. This may include a range of training, for example: resume writing, interview skills, researching positions, preparing job applications, approaching employers/cold canvassing, job presentation skills, work ethics etc. • Additional Text could be used to further specify activities that are being undertaken. • This code can be used to cover a range of activities the Stream 1 job seeker is expected to undertake to satisfy their Intensive Activity requirement. • JS02 can be Voluntary or Compulsory and can only be used by providers. It can be used in the Job Search Activities or Intensive Activities sections. • This code can only be included once in any current Approved EPP.
Compliance:	NSNP PR when Compulsory. No compliance when Voluntary.

Code & Descriptor:	*JS04 - Job Search Contacts – Voluntary*
Defined Text:	I agree to search for work by contacting [x] employers per fortnight. • Include the number of job search contacts the job seeker has agreed to undertake each fortnight in [x].
Using the code:	• This code is to be used for job seekers who have no participation requirements, but agree to undertake job search on a voluntary basis. • This code is High priority and will appear first in the Job Search Activities section of the EPP when selected. JS04 can only be Voluntary and can be used by providers and DHS. • It can only be used in the Job Search Activities section. • This code can also be used for ESL job seekers who wish to voluntarily undertake job search.
Compliance:	Nil

Code & Descriptor:	*JS05 - Job Search with Disability - Activity tested*
Defined Text:	I agree to look for, or undertake activities to prepare me for, work of 15 hours or more per week, at or above the relevant minimum wage from [Start Date] to [End Date]. • Enter a Start and End date
Using the code:	• JS05 is to be used for job seekers with disability who look for work of 15 hours or more per week, at or above the minimum wage OR are engaged in activities to prepare them for work of 15 hours or more per week at or above the minimum wage. • Job seekers with disability, who are in receipt of the lower rate of Mobility Allowance, will be entitled to a higher rate of Mobility Allowance if they are meeting these job search requirements. DHS will pay the higher rate of Mobility Allowance when this code has been used in an eligible job seeker's EPP. JS05 can only be Compulsory and can be used by providers and DHS. • It can only be used in the Job Search Activities section. • This code can only be included once in the EPP.
Compliance:	Connection failure PR.

Code & Descriptor:	*JS06 - Job Search with Disability - non activity tested*
Defined Text:	I agree to undertake activities to look for work of 15 hours or more per week, at or above the relevant minimum wage from [Start Date] to [End Date]. • Enter a Start and End date.
Using the code:	• JS06 is to be used for non-activity tested job seekers with disability who volunteer to look for work of 15 hours or more per week, at or above the minimum wage. • Job seekers with disability, who are in receipt of the lower rate of Mobility Allowance, will be entitled to a higher rate of Mobility Allowance if they are meeting these job search requirements. DHS will pay the higher rate of Mobility Allowance when this code has been used in an eligible job seeker's EPP. JS06 can only be Voluntary and can be used by providers and DHS. • It can only be used in the Job Search Activities section. • This code can only be included once in the EPP.
Compliance:	Nil

Code & Descriptor:	*JS07 - Research and Prepare Applications*
Defined Text:	I agree to research potential employers and prepare job applications with the help of [Provider] from [Start Date] to [End Date]. • Enter the Provider name at [Provider]; insert start and end dates.
Using the code:	• This code should be used for job seekers undertaking general job search activities at the provider site. These activities will involve researching employment opportunities and preparing job applications. • JS07 can be Voluntary or Compulsory and can be used by providers. It can only be used in the Job Search Activities section. • This code can only be included once in any current Approved EPP. • Providers should also include any additional assistance being offered to the job seeker in the Employment Service Provider Assistance section of the EPP.
Compliance:	NSNP PR when Compulsory. No compliance when Voluntary.

Code & Descriptor:	*JS08 - Use Australian JobSearch*
Defined Text:	I agree to undertake [X] job searches using the Australian JobSearch website (www.jobsearch.gov.au) as part of my job search efforts. • Enter the number of job searches required per fortnight at [X].
Using the code:	• This code should be used with JS01 to specify the number of job searches per fortnight that will be conducted using the Australian JobSearch website. • JS08 can be Voluntary or Compulsory and can be used by Job Search Australia providers. It can only be used in the Job Search Activities section. • This code can only be included once in any current Approved EPP. • Additional Text can be used to specify job search contacts that should be made as part of this job search activity.
Compliance:	Connection failure PR when Compulsory. No compliance when Voluntary.

Appointments

This section records appointments and interviews that have been arranged for the job seeker.

All activity tested job seekers being serviced in Streams 1-4 by a Job Services Australia Provider should at a minimum have the AI03 code Compulsory Contact Appointments included in this section. This code details the minimum compulsory scheduled appointments that providers must undertake with job seekers. Providers are strongly advised to use the Additional Text facility to include the actual dates, days and times of the agreed compulsory contact appointments.

Other appointments can also be included in this section, for example, where the job seeker has been referred to other providers or services, or to job interviews. Providers will also often use other forms of notification for job seeker appointments; however, it may assist the job seeker to include these appointments in the EPP when practical. Job seekers may find it easier to comply when all of their requirements are listed in one place.

Appointments Codes

- AI01 - Attend appointment
- AI03 - Compulsory Contact Appointments
- AI05 - Attend NEIS Interview
- AI06 - Professional Career Advice

Code & Descriptor:	*AI01 - Attend Appointment*
Defined Text:	I agree to attend an appointment with [Provider /Organisation /Centrelink] on [Day, Date and Time]. • Use free-text to enter the name of the Provider or Organisation or Centrelink with whom the job seeker is attending the appointment at [Provider /Organisation /Centrelink]; enter the day, date and time of the appointment at [Day, Date and Time] – if providers do not select a time, no time will appear on the EPP form.
Using the code:	• This code can be used for a specific appointment or job interview that has been arranged for a job seeker. Appointments may be with other provider or organisation types. • This code should also be used when referring a job seeker to an Indigenous Employment Program. • While job seekers will receive other forms of notification for many appointment types, it is advisable to also include these in a job seeker's EPP. The job seeker will be assisted by having as much information as possible in the one location. If other forms of notification are used, this notification must give the job seeker a date / time and place for the appointment, and inform the job seeker of the compliance consequences, if any, of not attending. • This code cannot be used as a compulsory recurring contact appointment code for job seekers in Stream services. Use AI03 for these appointments. AI01 can be Voluntary or Compulsory and can be used by providers and DHS. • It can only be used in the Appointments section. • This code can be used more than once in a current Approved EPP. • Additional Text can be used to include further details of the appointment, for example, the location of the appointment.
Compliance:	Non-Attendance Report (for a provider appointment), Connection failure PR (for appointments other than a provider appointment) when Compulsory. No compliance when Voluntary, but providers need to submit a NSNP PR when the job seeker fails to attend a job interview.

Code & Descriptor:	*AI03 - Compulsory Contact Appointments*
Defined Text:	I agree to attend [weekly; fortnightly; monthly; bi-monthly] appointments with [Provider] to discuss my job seeking progress and to review my Employment Pathway Plan, if required. • Select from the drop box provided the contacts the job seeker has agreed to at [weekly; fortnightly; monthly; bi-monthly]; enter the provider name at [Provider].
Using the code:	• Job seekers in Streams 1-4 have a mandatory minimum requirement to attend a scheduled contact with their provider once per month in their first 12 months of servicing (and until 18 months for Stream 4 job seekers who have had their initial servicing period extended) and once every two months when the job seeker is in the Work Experience or Compulsory Activity Phase. This code must be used for these

Code & Descriptor:	AI03 - Compulsory Contact Appointments
	appointments. Do not use the generic AI01 code for compulsory contact appointments.
	• Additional Text should be used to include specific details of the appointment/s – the date, day, time and location of the appointment should be included.
	• AI03 can only be Compulsory and can only be used by providers. It can only be used in the Appointments section.
	• This code may only be used once in a current Approved EPP.
	• This code has a Very High priority. When this code is selected it will be the first code to appear in the Appointments section of the EPP.
	• The use of this code will feed into the Contact Schedule on the Case Summary Screen.
Compliance:	Non-Attendance Report when Compulsory.

Code & Descriptor:	AI05 - Attend NEIS Interview
Defined Text:	I agree to attend an interview with a NEIS Panel Member on [Day; Date; Time] to discuss my eligibility and suitability for NEIS Training. • Enter the day, date and time (if known) of the appointment at [Day, Date and Time].
Using the code:	• Providers will use this code when eligible job seekers wish to discuss the possibility of participating in NEIS. • If a job seeker fails to attend their initial interview with their NEIS Panel Member, the NEIS Panel Member is to notify the Employment Services Provider. The Employment Services Provider is to contact the job seeker to reconnect the job seeker, reschedule the appointment, submit a Participation Report if appropriate or place the job seeker in an alternative activity in Stream Services. • AI05 can be Voluntary or Compulsory and can be used by providers. It can only be used in the Appointments section. • This code may only be used once in a current Approved EPP.
Compliance:	Connection failure PR when Compulsory. No compliance when Voluntary.

Education and Training Activities

This section records education or training the job seeker is undertaking or has been referred to. This section also includes activities which are classed as foundation skills, for example literacy programmes and vocational training, apprenticeships and traineeships.

For more information on the inclusion of study in an EPP, please refer to the ***Participation Requirements Guidelines***.

Education and Training Codes

- ET51 - Australian Apprenticeships Access Program
- ET52 - Adult Migrant English

- ET53 - Apprenticeship/ Traineeship
- ET56 – Skills for Education and Employment (SEE) or ESL course
- ET57 - SEE and/or ESL assessment
- ET58 - NEIS Training
- ET59 - Study - Part-time or full-time
- ET60 - Updating work related licences/qualifications/memberships
- ET64 - Work preparation
- ET65 - Youth Connections

Code & Descriptor:	*ET51 - Attend Australian Apprenticeships Access Program (AAAP)*
Defined Text:	I agree to participate in the Australian Apprenticeships Access Program with [Provider] for [X] hours per fortnight. I will commence by [Start Date] and complete by [End Date]. • Enter the name of the provider in [Provider]; enter the number of hours per fortnight the job seeker will be engaged in the activity.
Using the code:	• The AAAP runs for the duration of the training plus a 13 week period of job search activity immediately following the training. The period of job search activity may be extended for up to another 13 weeks. • ET51 can be Compulsory or Voluntary and can be used by providers and DHS. It can also be used in the Work Experience and Compliance sections of the EPP. • Additional Text can be used to define the days and times of agreed attendance.
Compliance:	• If the job seeker is being paid wages by the employer for the apprenticeship or traineeship the activity is voluntary, then no compliance action may be taken. • If the activity is compulsory, and the job seeker is not being paid, a NSNP PR may be submitted for each day that the job seeker fails to undertake this activity (without reasonable excuse).

Code & Descriptor:	ET52 - Adult Migrant English Program (AMEP)
Defined Text:	I agree to participate in the Adult Migrant English Program for [X] hours per fortnight with [Provider] from [Start Date] to [End Date]. • Enter the number of hours per fortnight the job seeker will be participating in the activity in [X]; enter the name of the provider in [Provider], enter the Start Date and End Date.
Using the code:	ET52 can be Voluntary or Compulsory and can be used by providers and DHS. • It can also be used in the Work Experience; Intensive Activity and Compliance sections of the EPP. • Additional Text can be used to define the days and times of agreed attendance.
Compliance:	NSNP PR when Compulsory.

Code & Descriptor:	ET53 – Apprenticeship/Traineeship
Defined Text:	I agree to undertake [apprenticeship/traineeship] activities with [Organisation] in [Trade type], from [Start Date] to [End Date]. • Select either 'apprenticeship' or 'traineeship' from the drop box provided in [apprenticeship/traineeship] section; enter the name of the organisation delivering the Apprenticeship/Traineeship in [Organisation], enter the Start and End dates.
Using the code:	ET53 can be Voluntary or Compulsory and can be used by providers and DHS. • It can also be used in the Work Experience and Compliance sections of the EPP. • Additional Text can be used to define the days and times of agreed attendance.
Compliance:	• If the job seeker is being paid wages by the employer for the apprenticeship or traineeship, or the activity is Voluntary, then no compliance action may be taken. • If the activity is compulsory, and the job seeker is not being paid, a NSNP PR can be submitted for each day that the job seeker fails to undertake this activity (without reasonable excuse).

Code & Descriptor:	ET56 – Skills for Education and Employment (SEE) or English as a Second Language (ESL) course
Defined Text:	I agree to participate in the [course type] course for [X] hours per fortnight with [Provider]. I will commence by [Start Date] and complete by [End Date]. • Select the appropriate combination of literacy, numeracy, language or 'ESL' in [course type] from the drop box provided; Enter the number of hours per fortnight the job seeker will be participating in the activity in [X]; enter the name of the course provider in [Provider].
Using the code:	• This code is to be used for job seekers who undertake a course in literacy, numeracy, language or English as a Second Language to develop basic skills. ET56 can be Voluntary or Compulsory and can be used by providers and DHS. • It can also be used in the Work Experience; Intensive Activity and Compliance sections of the EPP. • Additional Text can be used to define the days and times of agreed attendance.
Compliance:	NSNP PR when Compulsory.

Code & Descriptor:	*ET57 - Skills for Education and Employment (SEE) or English as a Second Language (ESL) assessment*
Defined Text:	I agree to participate in a [assessment type] assessment for [Number of Hours] hours with [Provider]. I will commence by [Start Date] and complete by [End Date]. • Select [assessment type] from the available options (any combination of 'Literacy', 'Numeracy', 'Language' or 'ESL' is catered for); Enter the number of hours per fortnight the job seeker will be participating in the activity in [X]; enter the name of the provider undertaking the assessment in [Provider].
Using the code:	• This code is to be used for job seekers who require an assessment of their literacy, numeracy, language or English as a Second Language, with the view of referring them to an appropriate course to develop their level of basic skills. ET57 can be Voluntary or Compulsory and can be used by providers and DHS. • It can also be used in the Work Experience and Intensive Activity sections of the EPP. • Additional Text can be used to define the day/s and time/s of agreed attendance.
Compliance:	Connection failure PR when Compulsory.

Code & Descriptor:	*ET58 - NEIS Training*
Defined Text:	I agree to participate in the NEIS Training [Certificate III/Certificate IV] in Small Business Management with [Organisation], from [Start Date] to [End Date]. • Select either 'Certificate III' or 'Certificate IV'; enter the name of the appropriate NEIS panel member providing the training in [Organisation].
Using the code:	• While participating in NEIS training the job seeker remains on their DHS benefit and is deemed to be on an approved activity for a period of up to 13 weeks. ET58 can be Voluntary or Compulsory and can be used by providers and DHS. • It can also be used in the Work Experience and Compliance sections of the EPP. • Additional Text can be used to define the days and times of agreed attendance.
Compliance:	The NEIS Panel Member will need to inform the Employment Service Provider or DHS in the event of a non-attendance and where appropriate the Employment Services Provider may submit a NSNP PR when the activity is Compulsory.

Code & Descriptor:	**ET59 - Study – Part-time or Full-time**
Defined Text:	I agree to undertake[X] hours per fortnight of [Part-time/Full-time] education or training with [Institution] from [Start Date] to [End Date]. • Enter the number of hours per fortnight the job seeker will be participating in the activity in [X]; select either 'Part-time' or 'Full-time'; enter the name of the educational institution in [Institution].
Using the code:	• This code is used for job seekers enrolled in study at an accredited institution. • ET59 can be Voluntary or Compulsory and can be used by Job Services Australia providers and DHS. It can also be used in the Work Experience; Intensive Activity and Compliance sections of the EPP. • Additional Text can be used to define the type of course being studied, and the days and times of agreed attendance.
Compliance:	NSNP PR when Compulsory.

Code & Descriptor:	**ET60 - Updating work related licences/qualifications/memberships**
Defined Text:	I agree to undertake the necessary activity in order to obtain my [licence, qualification or membership type] to increase my employability. Using free-text, enter the details of the licence, membership or qualification that the job seeker needs to obtain or update in [licence, qualification or membership type].
Using the code:	• This activity is used to encourage a job seeker to undertake the necessary steps to update licences etc for purpose of securing employment. • ET60 can be Voluntary or Compulsory and can be used by providers. • Additional Text can be used to define a timeframe in which the job seeker is expected to undertake this activity.
Compliance:	NSNP PR when Compulsory

Code & Descriptor:	**ET64 - Work preparation**
Defined Text:	I agree to participate in work preparation activities with [Provider] for [X] hours per fortnight. I will commence by [Start Date] and complete by [End Date]. • Enter the name of the provider/organisation running the work preparation activities in [Provider]; Enter the number of hours per fortnight the job seeker will be participating in the activity in [X]; enter the Start and End dates.
Using the code:	ET64 can be Voluntary or Compulsory and can be used by providers and DHS. • It can also be used in the Work Experience; Intensive Activity and Compliance sections of the EPP. • Additional Text can be used to define the days and times of agreed attendance.
Compliance:	NSNP PR when compulsory. No compliance when Voluntary.

Work Experience Activities

This section records the Work Experience activities the job seeker is undertaking. There is a range of specific Work Experience activities which are available for job seekers to undertake at any time during their Stream servicing. However, job seekers in the Work Experience Phase or Compulsory Activity Phase who have a Work Experience Activity Requirement will need to satisfy that requirement during every 12 month Period of Service that they remain in either of these phases

For more information on the Work Experience Activity Requirement, please refer to the Work Experience Phase (WEPh) WEAR Ready Reckoner and Compulsory Activity Phase (CAP) WEAR Ready Reckoner

During these phases, a broad range of codes generally attached to other sections are available for use in this section. These activities include education and training, employment and some non-vocational codes.

When a job seeker is undertaking a Work Experience activity as part of the Work Experience Phase or the Compulsory Activity Phase, the following text will appear as the heading of the Work Experience section:

> Work Experience – *this section lists all forms of Work Experience I will undertake. I understand that unless I obtain employment, I must complete [xxx] hours of activity/ies in total between [Start Date] and [End Date] to meet my Work Experience activity requirements.*

This text does not appear when job seekers are undertaking Work Experience activities at other points in time. The provider needs to insert the number of hours the job seeker is required to complete within a 26 week period. Providers have a calculator to assist them with this. The start and end dates in the text will auto-populate from the earliest activity start date listed in this section and the latest activity end date listed in this section respectively.

Work Experience Codes

- WE12 - Work for the Dole
- WE13 - Work for the Dole including Structured Training
- WE03 - Full Time Work for the Dole
- WE04 - Green Corps
- WE05 - Green Corps including Structured Training
- WE02 - Drought Force
- WE14 - Drought Force including Structured Training
- WE10 - Unpaid Work Experience
- WE11 - Voluntary Work
- WE09 - Temporary Relocation to Undertake an Activity
- WE08 - Relocation to an area of Higher Labour Demand
- WE15 - Defence Force Reserves
- WE17 – Green Army

Work Experience Phase codes

- JS01 - Job Search Contacts (if used in this Section of the EPP to meet work experience phase requirements can only be used in conjunction with Relocation to Area of Higher Labour Demand. Job seekers in the work experience phase, may, of course, separately, have Job Search Contacts included in the Job Search Activities section of the EPP as usual.
- ET51 - Australian Apprenticeships Access Program
- ET52 - Adult Migrant English
- ET53 - Apprenticeship/ Traineeship
- ET56 - SEE or ESL course
- ET57 - SEE and/or ESL assessment

- ET58 - NEIS Training
- ET59 - Study - Part-time or full-time
- ET65 - Youth Connections
- EM52 - NEIS
- EM53 - Part-time or casual work
- EM54 - Self-employment
- NV02 – Counselling
- NV03 - Motivational training
- NV05 - Parenting Skills Program
- NV06 - Personal development training
- NV07 - Drug and alcohol rehabilitation
- NV08 - Independent Living Skills
- NV09 - Self-help group or support group
- NV13 - Intervention – non-specific
- NV14 - Health Maintenance Program

Code & Descriptor:	*WE12 - Work for the Dole*
Defined Text:	I agree to participate in Work for the Dole for [x] hours per fortnight from [Start Date] to [End Date]. • Enter the number of hours per fortnight the job seeker will be participating in the activity in [X]; enter the start date and end date.
Using the code:	WE12 can be Voluntary or Compulsory and can be used by providers and DHS. • It can also be used in the Intensive Activity or Compliance Activity sections of the EPP. • It is strongly recommended that providers use Additional Text to define the days and times of agreed attendance and the name of the activity and/or the location of the activity. • This code can only be used once in a current Approved EPP.
Compliance:	NSNP PR when Compulsory.

Code & Descriptor:	*WE13 - Work for the Dole including Structured Training*
Defined Text:	I agree to participate in Work for the Dole, which includes structured training, for [X] hours per fortnight from [Start Date] to [End Date]. • Enter the number of hours per fortnight the job seeker will be participating in the activities in [X]; enter the Start and End dates.
Using the code:	• If the job seeker's structured training is being undertaken with an organisation other than the Work for the Dole provider, use Additional text to include details of the type of training and the institution or organisation providing the training. • WE13 can be Voluntary or Compulsory and can only be used by providers. It can also be used in the Intensive Activity or Compliance Activity sections of the EPP. • It is advisable to use Additional Text to define the days and times of agreed attendance and the name of the activity and/or the location of the activity. • This code can only be used once in any current Approved EPP.

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Code & Descriptor:	**WE13 - Work for the Dole including Structured Training**
Compliance:	NSNP PR when Compulsory.

Code & Descriptor:	**WE03 - Full Time Work for the Dole**
Defined Text:	I agree to participate in Full Time Work for the Dole for 50 hours per fortnight from [Start Date] to [End Date]. • Enter the Start and End dates.
Using the code:	• The requirement for Full-time Work for the Dole is 25 hours per week. Full-time Work for the Dole will be the default activity for job seekers with a Compliance Activity requirement if they are unable or unwilling to negotiate other activities. WE03 can only be Compulsory and can be used by providers and DHS. • It can also be used in the Intensive Activity or Compliance Activity sections of the EPP. • This code can only be used once in any current Approved EPP.
Compliance:	NSNP PR.

Code & Descriptor:	**WE04 - Green Corps**
Defined Text:	I agree to participate in a Green Corps activity for [X] hours per fortnight from [Start Date] to [End Date]. • Enter the number of hours per fortnight the job seeker will be participating in the activities in [X]; enter the Start and End dates.
Using the code:	• WE04 can be Voluntary or Compulsory and can be used by providers. It can also be used in the Intensive Activity or Compliance Activity sections of the EPP. • It is advisable to use Additional Text to define the days and times of agreed attendance along with the name of the activity and/or the location of the activity. • This code can only be used once in any current Approved EPP.
Compliance:	NSNP PR when Compulsory.

Code & Descriptor:	**WE05 - Green Corps including Structured Training**
Defined Text:	I agree to participate in a Green Corps activity, which includes structured training, for [X] hours per fortnight from [Start Date] to [End Date]. • Enter the number of hours per fortnight the job seeker will be participating in the activities in [X]; enter the Start and End dates.
Using the code:	• If the job seeker's structured training is being undertaken with an organisation other than the Green Corps provider, use Additional Text to include details of the type of training and the institution or organisation providing the training. • It is advisable to use Additional Text to define the days and times of agreed attendance along with the name of the activity and/or the location of the activity. • WE05 can be Voluntary or Compulsory and can be used by providers. It can also be

Code & Descriptor:	WE05 - Green Corps including Structured Training
	used in the Intensive Activity or Compliance Activity sections of the EPP. • This code can only be used once in any current Approved EPP.
Compliance	NSNP PR when Compulsory.

Code & Descriptor:	WE02 - Drought Force
Defined Text:	I agree to participate in Drought Force activities for [X] hours per fortnight with [Free-text] from [Start Date] to [End Date]. • Enter the number of hours per fortnight the job seeker will be participating in the activities in [X]; enter the Start and End dates.
Using the code:	If this code includes 60 or more hours per fortnight, the job seeker is fully meeting their participation requirements. Providers will need to refer these job seekers to DHS, as they will suspend them from the requirement of participating in Stream services for a period of 12 months, or as long as the job seeker continues this level of participation. DHS will assess the job seeker's circumstances after 12 months of participation. Job seekers may continue to access Stream services on a voluntary basis. WE02 can be Voluntary or Compulsory and can be used by providers and DHS. • It can also be used in the Intensive Activity or Compliance Activity sections of the EPP. • It is advisable to use Additional Text to include the location of the activity. • This code can only be used once in any current Approved EPP.
Compliance:	NSNP PR when Compulsory.

Code & Descriptor:	WE14 - Drought Force including Structured Training
Defined Text:	I agree to participate in Drought Force activities, which include structured training, for [X] hours per fortnight with [Free-text] from [Start Date] to [End Date]. • Enter the number of hours per fortnight the job seeker will be participating in the activities in [X]; enter the Start and End dates.
Using the code:	• If this code includes 60 or more hours per fortnight, the job seeker is fully meeting their participation requirements. Providers will need to refer these job seekers to DHS, as they may suspend them from the requirement of participating in Stream services for a period of 12 months, or as long as the job seeker continues this level of participation. DHS will assess the job seeker's circumstances after 12 months of participation. Job seekers may continue to access Stream services on a voluntary basis. The training being undertaken will contribute towards the 60+ hours per fortnight. • WE14 can be Voluntary or Compulsory and can be used by providers. It can also be used in the Intensive Activity or Compliance Activity sections of the EPP. • It is advisable to use Additional Text to include the location of the activity. • This code can only be used once in a current Approved EPP. • Use Additional Text to include details of the type of training and the institution or organisation providing the training.
Compliance:	NSNP PR when Compulsory.

Code & Descriptor:	WE10 - Unpaid Work Experience

Code & Descriptor:	WE10 - Unpaid Work Experience
Defined Text:	I agree to undertake unpaid Work Experience for [X] hours per fortnight with [Organisation] from [Start Date] to [End Date]. • Enter the number of hours per fortnight the job seeker will be participating in the activities in [X]; enter the name of the business providing the unpaid Work Experience in [Organisation]; enter the Start and End Dates.
Using the code:	• WE10 can be Voluntary or Compulsory and can be used by providers. It can also be used in the Intensive Activity or Compliance Activity sections of the EPP. • This code can only be used once in any current Approved EPP.
Compliance	NSNP PR when Compulsory.

Code & Descriptor:	WE11 - Voluntary Work
Defined Text:	I agree to participate in [X] hours of voluntary work per fortnight with [Organisation] from [Start Date] to [End Date]. • Enter the number of hours per fortnight the job seeker will be participating in the activities in [X]; enter the name of the approved organisation that is providing the placement; enter the Start and End dates.
Using the code:	• Voluntary Work must be undertaken with an approved organisation. • For Mature Age Job Seekers (55 years or over), please refer to **Participation Requirements Guidelines**. • WE11 can be Voluntary or Compulsory and can be used by providers and DHS. It can also be used in the Intensive Activity or Compliance Activity sections of the EPP. • This code can only be used once in any current Approved EPP.
Compliance:	NSNP PR when Compulsory.

Code & Descriptor:	WE09 - Temporary Relocation to Undertake an Activity
Defined Text:	I agree to relocate to [Location] to undertake activities with [Provider/Organisation] from [Start Date] to [End Date]. • Enter the name of the new location in [location]; enter the type of activity in [activity] (see below for examples); enter the name of the organisation providing the activity in [Provider/Organisation]; enter the Start and End dates.
Using the code:	• This code will be used when a job seeker agrees to relocate temporarily to undertake an activity or activities (generally training or education but also work experience programmes) that will increase their employability. WE09 can only be Voluntary as a job seeker cannot be compelled to relocate. This codecan be used by providers and DHS. • It can also be used in the Education and Training, Intensive Activity or Compliance Activity sections of the EPP where a job seeker chooses to relocate. • It is advisable to use Additional Text to include details of the activity the job seeker is undertaking. • This code can only be used once in any current Approved EPP.
Compliance:	Nil

Code & Descriptor:	*WE08 - Relocation to an Area of Higher Labour Demand*
Defined Text:	I agree to relocate to [location] where I will be required to apply for [x] jobs per fortnight between [Start Date] and [End Date]. • Enter the name of the new location the job seeker is moving to in [location]; enter the number of job contacts the job seeker will be required to undertake each fortnight in [X] (see further advice on this below); enter the Start and End dates.
Using the code:	• After a job seeker has relocated to an area of better job prospects they will be required to undertake 14 weeks of intensive job search. Their job search contacts will generally be increased to twice their current job search contacts per fortnight. • It is advisable that the job seeker's provider in their new location require the job seeker to record their job search contacts as evidence they are undertaking their increased job search requirements. WE08 can only be Voluntary as a job seeker cannot be compelled to relocate. This code can only be used by providers. It can only be used in the Work Experience section. • It is advisable to use Additional Text to include details of the location the job seeker is moving to. • This code can only be used once in any current Approved EPP.
Compliance:	Nil

Code & Descriptor:	*WE15 - Defence Force Reserves*
Defined Text:	I agree to participate in [x] hours per fortnight of Defence Force Reserve service from [Start Date] to [End Date]. • Enter the number of hours per fortnight the job seeker will be participating in the activities in [X]; enter the Start and End dates.
Using the code:	• WE15 can be Voluntary or Compulsory and can be used by providers and DHS. It can also be used in the Intensive Activity section. • This code can only be used once in any current Approved EPP.
Compliance:	Nil. Inappropriate to submit a PR for this activity. However, if a job seeker fails to attend this activity it should be removed from the EPP and replaced with a more suitable activity.

Code & Descriptor:	*WE17 – Green Army*
Defined Text:	I agree to participate in a Green Army activity for [x] hours per fortnight from [Activity Start Date] to [Activity End Date]. • Enter the number of hours per fortnight the job seeker will be participating in Green Army in [X]; enter the start date and end date.
Using the code:	• WE17 can be Voluntary or Compulsory and can be used by providers and DHS. • Job seekers with part-time requirements participating in Green Army for at least 30 hours per fortnight will be meeting their activity test requirements and will be managed by the DHS, who will be responsible for updating the job seeker's EPP. (*Note: all Green Army Programme references contained in these Guidelines are subject to the passage of legislation.*)
Compliance:	NSNP PR when compulsory. As a voluntary opt in programme if a job seeker withdraws from participating in Green Army it should be removed from the EPP as an activity and replaced with a more suitable activity and the job seeker will need to be engaged with an employment services provider.

Employment

This section records all forms of paid employment the job seeker is engaged in while they retain income support and have participation requirements. The job seeker may be working enough hours in paid employment that they are fully meeting their participation requirements, in which case they will not be required to undertake any other activities.

When the job seeker does not work enough hours to meet their participation requirements, the provider needs to negotiate additional activities and/or job search for the job seeker. Providers need to ensure these are balanced with their paid work to enable them to meet commitments with their employer.

For information on Sufficient Work Test, please refer to **Participation Requirements Guidelines** on the Provider Portal.

No compliance action will be taken if the job seeker fails to attend their paid employment as it is assumed that they will be financially penalised by their employer for any unauthorised absence. However, continuing failure to complete the hours required to attend will lead to a reinstatement of other participation requirements. Providers can ask job seekers for documentary evidence to verify the number of hours per week they are engaged in paid employment.

Employment Codes
• EM52 - NEIS
• EM53 - Part-time or casual work
• EM54 - Self-employment

Code & Descriptor:	*EM52 - NEIS*
Defined Text:	I agree to undertake NEIS for 12 months with [Organisation] from [Start Date] to [End Date]. • Enter the name of the NEIS panel member; enter the Start and End dates.

Code & Descriptor:	*EM52 - NEIS*
Using the code:	• This code should be used for all job seekers who have been approved to commence their NEIS business under NEIS Assistance. Job seekers who withdraw from NEIS are to be reconnected with their Employment Services Provider without penalty, where they will re-engage in Stream Services. EM52 can be Voluntary or Compulsory and can be used by providers and DHS. • It can also be used in the Compliance Activity section to satisfy Compliance Activity requirements, if the job seeker is already undertaking NEIS. • This code can only be used once in any current Approved EPP.
Compliance:	Nil

Code & Descriptor:	*EM53 - Part-Time or Casual Work*
Defined Text:	I agree to undertake [X] hours per fortnight of [Part-Time/Casual Work] from [Start Date] to [End Date] and will report my earnings to Centrelink. • Enter the number of hours per fortnight the job seeker averages in employment in [X]; select Part-Time or Casual Work from the drop box as is appropriate; enter the Start and End dates.
Using the code:	• Additional Text can be used to include details of regular employment, particularly if the job seeker has more than one employer. EM53 can be Voluntary or Compulsory and can be used by providers and DHS. • It can also be used in the Intensive Activity or Compliance Activity sections. • This code can only be used once in any current Approved EPP.
Compliance:	Nil – if job seeker consistently fails to undertake agreed hours of work, job seeker should instead be given additional job search or other activities to meet their participation requirements.

Code & Descriptor:	*EM54 - Self-employment*
Defined Text:	I agree to undertake [X] hours per fortnight of self- employment from [Start Date] to [End Date] and will report my earnings to Centrelink. • Enter the number of hours per fortnight the job seeker averages in self-employment in [X]; enter the Start and End dates.
Using the code:	• Additional Text should be used to include details of job seeker's self-employment, particularly if the job seeker has more than one form of self-employment, for example, taxi driving *and* gardening. EM54 can be Voluntary or Compulsory and can be used by providers and DHS. • It can also be used in the Intensive Activity or Compliance Activity sections. • This code can only be used once in any current Approved EPP.
Compliance	Nil – if job seeker consistently fails to undertake agreed hours of self-employment or the business no longer meets the remuneration test, job seeker should instead be given additional job search and other activities to meet their requirements.

Non Vocational Activities

This section records activities the job seeker is undertaking to address non-vocational barriers

The activities in this section are intended to assist the job seeker in overcoming barriers. Non-vocational activities can include medical, psychiatric or psychological treatments. When adding these activities to an EPP (which includes counselling) only the initial assessment appointment can be compulsory, all other ongoing medical psychiatric and psychological treatments can only be added as voluntary. As with all activities included in an EPP, the job seeker must agree to the inclusion of this activity either as a compulsory or voluntary activity.

If the job seeker fails to undertake the agreed activity/ies, their EPP should be reviewed. The Provider should consider at this point whether the job seeker should become subject to other requirements or if formal compliance action should occur (in relation to compulsory items in the EPP).

Non Vocational Activities Codes

- NV01 - Prepare child for OSHC
- NV02 - Counselling
- NV03 - Motivational Training
- NV04 - Non-Vocational training
- NV05 - Parenting Skills Program
- NV06 - Personal Development Training
- NV07 - Drug and Alcohol Rehabilitation
- NV08 - Independent Living Skills
- NV09 - Self-help Group or Support Group
- NV10 - Undertake an Assessment
- NV12 - Child Care
- NV13 - Intervention – Non Specific
- NV14 - Health Maintenance Program

Code & Descriptor:	*NV01 - Prepare child for Outside School Hours Care (OSHC)*
Defined Text:	I agree to prepare my child(ren) for [Type of Care] by enrolling my child/ren in appropriate care for [Free-text] sessions by [End Date]. • Enter the number of sessions per week the job seeker is required to enrol their child on care; enter the End date, which is the date by which the job seeker can be expected to have completed this undertaking.
Using the code:	NV01 can only be Voluntary and can be used by providers and DHS. • It can also be used in the Intensive Activity section of the EPP.
Compliance:	Nil

Code & Descriptor:	*NV02 – Counselling*
Defined Text:	I agree to attend and fully participate in counselling with [Provider/Organisation] from [Start date] to [End Date]. • Enter the name of the organisation delivering the counselling in [Provider/Organisation]; enter Start and End dates.
Using the code:	• NV02 can only be added as Voluntary. Additional Text can be used to define the days and times of agreed attendance. • Ongoing counselling appointments should be entered using this code. • Providers may use the *NV10 - Undertake an Assessment* for an initial assessment, as this can be a compulsory activity. • NV02 can be used by providers. It can also be used in the Work Experience and Intensive Activity sections of the EPP. • This code could be used multiple times in any current Approved EPP for different types of counselling.
Compliance:	Nil

Code & Descriptor	*NV03 - Motivational Training*
Defined Text:	I agree to participate in training to improve my motivation with [Provider/Organisation] between [Start Date] and [End Date]. • Enter the name of the organisation delivering the training in [Provider/Organisation]; enter the Start and End dates.
Using the code:	• NV03 can be Voluntary or Compulsory and can be used by providers. It can also be used in the Work Experience or Intensive Activity sections of the EPP. • Set the Start Date and End Date to reflect a reasonable time frame in which the job seeker should be able to achieve this. • This code can only be used once in a current Approved EPP.
Compliance:	NSNP PR, if compulsory. Note - the job seeker's capacity to comply should be considered prior to submission.

Code & Descriptor:	*NV04 - Non-Vocational Training*
Defined Text:	I agree to attend and complete [course type] training with [Provider/Organisation] from [Start Date] to [End Date]. • Using free-text, enter the name of the course in [course type]; enter the name of the organisation providing the training in [Provider/Organisation]; enter the Start and End dates.
Using the code:	• This code may be used to refer job seekers to non-vocational training including : assertiveness and negotiation training; communication skills; conflict resolution skills; interpersonal skills; memory/concentration skills; mobility training; self-esteem/confidence training; social skills training; stress management and time management skills.

Code & Descriptor:	*NV04 - Non-Vocational Training*
	• NV04 can be Voluntary or Compulsory and can be used by providers.
	• This code could be used multiple times in any current Approved EPP.
	• Additional Text can be used to define the days and times of agreed attendance.
Compliance:	NSNP PR, if compulsory. Note - the job seeker's capacity to comply should be considered prior to submission.

Code & Descriptor:	*NV05 - Parenting Skills Programme*
Defined Text:	I agree to undertake a parenting skills programme with [Provider/Organisation] from [Start Date] to [End Date].
	• Using free-text, enter the name of the organisation delivering the programme in [Provider/Organisation]; enter the Start and End dates.
Using the code:	NV05 can only be Voluntary and can be used by providers and DHS.
	• It can be used in the Work Experience and Intensive Activity sections of the EPP.
Compliance:	Nil

Code & Descriptor:	*NV06 - Personal Development Training*
Defined Text:	I agree to participate in personal development training with [Provider/Organisation] between [Start Date] and [End Date].
	• Using free-text, enter the name of the organisation delivering the training in [Provider/Organisation]; enter the Start and End dates.
Using the code:	• This code is used when a programme of personal development has been agreed between the provider and the job seeker.
	• NV06 can be Voluntary or Compulsory and can be used by providers. It can also be used in the Work Experience or Intensive Activity sections of the EPP.
	• This code can only be used once in any current Approved EPP.
Compliance:	NSNP PR, if compulsory. Note - the job seeker's capacity to comply should be considered prior to submission.

Code & Descriptor:	*NV07 - Drug and Alcohol Rehabilitation*
Defined Text:	I agree to undertake a rehabilitation programme with [Provider/Organisation] from [Start Date] to [End Date].
	• Using free-text, enter the name of the organisation delivering the rehabilitation in [Provider/Organisation].
Using the code:	• This code can be used for both in-patient and community based rehabilitation programmes. This can also encompass in-patient detoxification programmes
	NV07 can **only be Voluntary** and can be used by providers and DHS.

Code & Descriptor:	**NV07 - Drug and Alcohol Rehabilitation**
	• It can also be used in the Work Experience or Intensive Activity sections of the EPP.
	• This code could be used more than once in the EPP.
Compliance	Nil

Code & Descriptor:	**NV08 - Independent Living Skills**
Defined Text:	I agree to undertake an independent living skills programme with [Provider/Organisation] from [Start Date] to [End Date].
	• Using free-text, enter the name of the organisation delivering the programme in [Provider/Organisation]; enter the Start and End dates.
Using the code:	• Life skills programmes include: cooking; financial management and budgeting courses; interpersonal communication etc.
	• NV08 can be Voluntary or compulsory and can be used by providers and DHS.
	• It can also be used in the Work Experience or Intensive Activity sections of the EPP.
	• This code can only be used once in any current Approved EPP.
Compliance:	NSNP PR, if compulsory. Note - the job seeker's capacity to comply should be considered prior to submission.

Code & Descriptor:	**NV09 - Self-help Group or Support Group**
Defined Text:	I agree to attend and fully participate in a [type of support group] self-help/support group with [Provider/Organisation] from [Start Date] to [End Date].
	• Using free-text, enter the type of support group in [type of support group]; enter the name of the organisation providing the self- help or support group in [Provider/Organisation]; enter the Start and End dates.
Using the code:	• NV09 can be Voluntary or Compulsory and can be used by providers. It can also be used in the Work Experience and Intensive Activity sections of the EPP.
	• This code could be used multiple times in any current Approved EPP.
Compliance:	NSNP PR, if compulsory. Note - the job seeker's capacity to comply should be considered prior to submission.

Code & Descriptor:	**NV10 - Undertake an Assessment**
Defined Text:	I agree to undertake a [assessment type] Assessment with [Provider/Organisation] on [Day; Date; Time].
	• Using free-text, enter the type of assessment - the assessment may relate to: initial counselling assessment; functional capacity; health and fitness; neurological; occupational therapy; further psychological assessment; additional psychometric assessment; speech; vocational; general literacy/numeracy or language.
	• Enter the name of the Provider or organisation; enter the date, day and time that the job seeker is to attend the appointment.

Code & Descriptor:	*NV10 - Undertake an Assessment*
Using the code:	NV10 can be Voluntary or Compulsory and can be used by providers and DHS. • It can only be used in the Non-vocational Activities section of the EPP. • This code could be used more than once in the EPP.
Compliance:	Connection failure PR if the code in the EPP is compulsory. The job seeker's capacity to comply should be considered prior to submission. No compliance when Voluntary.

Code & Descriptor:	*NV12 - Child Care*
Defined Text:	I agree to investigate and arrange appropriate care for my child(ren) to enable me to [accept a suitable job / participate in education or training] by [End Date]. • Select either 'accept a suitable job' or 'participate in education or training' from the drop box provided; enter the End Date, the date by which the job seeker can be expected to have accomplished this task.
Using the code:	• This code can be added for Principal Carer Parents who have agreed to undertake employment or an education or training activity, and their ability to participate is dependent on their finding appropriate child care. • NV12 can be voluntary or Compulsory and can be used by providers and DHS • It can also be used in the Intensive Activity section of the EPP.
Compliance:	If appropriate child care was available at the time of the job seeker's expected participation, providers may consider whether submitting a PR is appropriate for their failure to participate in the education/training activity or for the job seeker failing to accept a suitable job offer.

Code & Descriptor:	*NV13 - Intervention – Non Specific*
Defined Text:	I agree to attend [Intervention type] with [Organisation/Provider] from [Start Date] to [End Date]. • Using free-text, enter the type of intervention in [Intervention type]; enter the name of the organisation providing the intervention in [Organisation/Provider]; enter the Start and End dates.
Using the code:	• This code can be added for job seekers undertaking a non-vocational activity that cannot be categorised under an existing code. NV13 can only be Voluntary and can be used by providers and DHS. • It can also be used in the Work Experience and Intensive Activity sections of the EPP. • This code can be used multiple times in a current Approved EPP.
Compliance:	Nil

Code & Descriptor:	*NV14 - Health Maintenance Program*
Defined Text:	I agree to undertake a health maintenance programme to manage my medical condition from [Start Date] to [End Date]. • Enter the Start and End dates
Using the code:	• A health maintenance programme would occur after a medical condition is diagnosed and treated. A maintenance programme assists the job seeker to not regress, and

Code & Descriptor:	NV14 - Health Maintenance Program
	maintain any gains already made.
	NV14 can only be Voluntary and can be used by providers and DHS.
	• It can also be used in the Work Experience section of the EPP.
	• This code can be used more than once in the EPP.
Compliance:	Nil

Intensive Activities for Stream 1 job seekers

All activities undertaken to fulfil the Intensive Activities requirement are to be included in the Intensive Activities section. All Stream 1 job seekers with participation requirements **must** have one week of Intensive Activities arranged by the end of week 30 of their period of service. A job seeker must undertake one week of Intensive Activities for the required number of hours. Job seekers with full time requirements will be required to undertake 25 hours over the one week. Principal carers with part-time requirements, and partial capacity to work participants with 23 to 29 hours or 15-22 hours capacity per week will be required to undertake 10 hours over the one week.

The activities recorded in this section are for a period of one week from [Start Date] to [End Date].

Specified required hours per week for Intensive Activities will be reduced on a one for one basis for each hour spent participating in other activities specified in the EPP or paid work.

Volunteers (activity tested) with a partial capacity to work with less than 15 hours capacity per week and Volunteers (non-activity tested) have no specified weekly requirement.

The activities being undertaken to meet this requirement will be listed in the Intensive Activities section of the EPP. Providers need to ensure the activities being undertaken add up to the required hours.

Providers will need to manually enter the start date of the week the Intensive Activities will be completed in the header through a pop up that will display when printing the EPP. The end date will then auto-populate seven days from the start date entered.

On completion of the Intensive Activity requirement the EPP will need to be renegotiated. All activities will need to be removed from the Intensive Activities section, as this section will no longer be required. Providers will need to negotiate new activities with the job seeker to include in the EPP at that time.

Intensive Activities Section of the Employment Pathway Plan

- JS02 - Job Search Skills Activities
- ET52 - Adult Migrant English
- ET56 - SEE or ESL course
- ET57 - SEE and/or ESL assessment
- ET59 - Study - Part-time or full-time
- ET64 - Work Preparation
- ET65 - Youth Connections
- WE02 - Drought Force
- WE03 - Full Time Work for the Dole
- WE04 - Green Corps
- WE05 - Green Corps including Structured Training
- WE09 - Temporary Relocation to Undertake an Activity

- WE10 - Unpaid Work Experience
- WE11 - Voluntary Work
- WE12 - Work for the Dole
- WE13 - Work for the Dole including Structured Training
- WE14 - Drought Force including Structured Training
- WE15 - Defence Force reserves
- EM53 - Part-time or casual work
- EM54 - Self-employment
- NV03 - Motivational Training
- NV05 - Parenting Skills Program
- NV06 - Personal Development Training
- NV07 - Drug and Alcohol Rehabilitation
- NV08 - Independent Living Skills
- NV09 - Self-help Group or Support Group
- NV10 - Undertake an assessment
- NV12 - Child Care
- NV13 - Intervention – Non Specific
- FTXT – Free-text

Compliance Activities

Information should only be included in this section of the EPP if the job seeker incurs a serious failure and the job seeker chooses to undertake a Compliance Activity in order to waive the eight week non-payment penalty.

Job seekers undertaking a Compliance Activity will be required to engage in 200 hours of activity or activities for a period of eight weeks (equating to 25 hours per week), or 120 hours of activities for up to eight weeks if the job seeker has part-time requirements (equating to 15 hours per week). The Compliance Activities section is headed with the following text:

> Compliance Activities – *I agree to undertake a Compliance Activity/ies for eight weeks in lieu of serving an eight week non-payment period. I understand I must complete a total of [200/120] hours of activities, as listed below, in order to meet this requirement.*

If the job seeker has full-time participation requirements 200 hours will appear in the text. If the job seeker has part-time requirements, 120 hours will appear in the text.

All activities being undertaken to meet the requirements of the Compliance Activity will need to be recorded in the Compliance Activities section of the EPP.

If a job seeker is currently undertaking an activity, for example Work for the Dole, and they are continuing in this activity to fulfil, or partially fulfil their Compliance Activity, this activity needs to be removed from the Work Experience section and to be added to the Compliance Activity section.

On completion of the Compliance Activity period, providers will need to renegotiate the EPP, removing all activities from the Compliance Activities section. The provider will then negotiate new and appropriate activities with the job seeker.

Compliance Activities Codes

- WE12 - Work for the Dole
- WE13 - Work for the Dole including Structured Training
- WE03 - Full Time Work for the Dole
- WE04 - Green Corps
- WE05 - Green Corps including Structured Training

- WE02 - Drought Force
- WE14 - Drought Force including Structured Training
- WE10 - Unpaid Work Experience
- WE11 - Voluntary Work
- WE09 - Temporary Relocation to Undertake an Activity
- JS01 - Job Search Contacts (only in conjunction with Relocation to area of Higher Labour Demand) ET51 - Australian Apprenticeships Access Program
- ET52 - Adult Migrant English
- ET53 - Apprenticeship/ Traineeship
- ET56 - SEE or ESL course
- ET58 - NEIS Training
- ET59 - Study - Part-time or full-time
- ET64 - Work Preparation
- EM52 – NEIS
- EM53 Part-time or Casual Work
- EM54 - Self-employment
- EM55 - Continue current employment
- FTXT – Free-text

Employment Services provider Assistance Codes

This section is for recording assistance the provider will give to the job seeker to help them gain employment. The assistance types in this section correspond to some extent with Employment Pathway Fund categories, however, the provider does not have to access the Employment Pathway Fund when offering assistance, unless appropriate.

Providers should include assistance codes in the EPP where additional assistance in being provided. Providers should ensure that the assistance being offered is genuine and will assist the job seeker on their pathway to employment.

Providers will use free-text to include specific details of the assistance being offered, for example: Provider selects AS10 Training – Books and Equipment Assistance. Using free-text the provider includes the following: *LifeView Employment will assist John with the cost of text books to undertake the Certificate III in Business at Yarawongah TAFE.*

Descriptor	Code	Using the assistance code
Health and Allied Services Assistance	AS02	This assistance code can be used when providing: general counselling; drug and alcohol counselling; mental health counselling; vocational counselling; medical, dental or optical; hearing impairment services; general support services; literacy, numeracy and/or language assessments; and rehabilitation services.
Interpreter Services Assistance	AS03	This code can be used to provide interpreter services.
Non-Vocational Assistance	AS04	For Stream 4 job seekers only - costs can include food; utilities; medication and therapies; legal costs and short term rent or crisis accommodation.
Provider Services Assistance	AS05	This code can be used for provider services, for example: additional contacts; outreach services; post-placement support; provider transport costs; reverse marketing.
Relocation Assistance	AS06	This code can be used to assist in covering costs for: furniture storage; goods transport; short term accommodation assistance; travel cost to

Descriptor	Code	Using the assistance code
		new location. Costs for remote services can also be included in this code – for travel and accommodation costs for training and activities.
Self-Employment Assistance	AS07	This code can be used to provide business support and mentoring to NEIS participants.
Short Term Child Care Assistance	AS08	This code can be used for providing short-term child care assistance.
Provided JET CCFA information and Assistance	AS09	This code can be used when giving child care information including JET Child Care Fee Assistance information. DHS looks for this code to approve JET Child Care Fee Assistance.
Training – Books and Equipment Assistance	AS10	This code can be used when providing assistance with text books and other equipment essential to undertaking an approved course of study or training.
Training – Courses Assistance	AS11	This code can be used when providing assistance for job seekers undertaking approved study. Details of the course of study being undertaken, including start and end dates, will need to be included in the Education and Training section of the EPP. This code can also be used for providing assistance with literacy, numeracy and/or language courses. These courses will also need to be reflected in the Education and Training section of the EPP.
Transport and Licensing Assistance	AS12	This code can be used to provide assistance for: fares and petrol; driving lessons; transport purchases; work related licensing; car repairs and registration.
Wage Subsidy Assistance	AS13	Information must be included stating the employer's name, the agreed weekly wage, agreed milestones for payment and a start and end date for the wage subsidy period.
Work Experience Activities Assistance	AS14	This code can be used for providing approved work experience costs. The work experience activity, including start and end dates, must also be detailed in the Work Experience section of the EPP.
Work Related Clothing and Presentation Assistance	AS15	This code can be used to provide assistance with: shoes; clothing and haircuts.
Work Related Tools and Equipment	AS16	This code can also be used for providing assistance in modifying a workplace for job seekers with disability.
Other Assistance	AS17	Free-text code for including assistance not covered in defined assistance codes. Pre-employment checks and work related documentation can be included in this code.

Department of Human Services (DHS) only Activity Codes

The codes listed in this section can be added by DHS only. They have been listed here for information only as providers will encounter EPPs that have these codes included by DHS.

Code & Descriptor:	*AI02 - Attend Quarterly Appointment*
Defined Text:	I agree to attend compulsory quarterly appointments with Centrelink, as advised. If I am unable to attend an appointment, I will advise Centrelink of my situation as soon as possible after being notified of my appointment date and time.
Compliance:	Connection failure PR when Compulsory. No compliance when Voluntary.

Code & Descriptor:	*AI08 - Reduced Capacity Requirements*
Defined Text:	I agree to attend all compulsory appointments made for me by Centrelink. If I am unable to attend an appointment I will advise Centrelink of my situation as soon as possible after being notified of my appointment date and time.
Compliance:	Connection failure PR when Compulsory.

Code & Descriptor:	*JS03 - Job Seeker Diary*
Defined Text:	From [Start Date] to [End Date] I will record the number of jobs I apply for each fortnight as specified in my Employment Pathway Plan and record these in my Job Seeker Diary. I will return my completed Job Seeker Diary on [End Date]. I will also record the jobs I apply for on my application for payment form.
Compliance:	Reconnection failure and will result in an immediate penalty. DHS will then issue the job seeker with Employer Contact Certificates and the job seeker will not be paid for the days between the Employer Contact Certificates being issued and returned.

Code & Descriptor:	*ET55 - Career Information Centre*
Defined Text:	I agree to attend a Career Information Centre for assistance with information about education, training and employment pathways by [End Date].
Compliance:	Nil

Code & Descriptor:	*ET63 - Youth Activities*
Defined Text:	I agree to undertake [x] hours per fortnight of [Activity] with [Provider] in [Free-text] from [Start Date] to [End Date]. (For example: the NSW government's 'Transition to Work' programme for young people with disability.)
Compliance:	NSNP PR when Compulsory.

Code & Descriptor:	*WE16 - Community Services Order*
Defined Text:	I will undertake [X] hours of activities per fortnight outlined in my Community Service Order, from [Start Date] to [End Date].
Compliance:	Nil. Action would be taken by the appropriate authority in case of attendance failures

Code & Descriptor:	*EM51 - Disability Supported Employment*
Defined Text:	I agree to undertake Disability Employment Support with [Organisation], from [Start Date] to [End Date].
Compliance:	NSNP PR when Compulsory.

Code & Descriptor:	*EM55 - Continue current employment*
Defined Text:	I will continue working in my current employment for [X] hours per fortnight, at or above the federal minimum wage and will report my earnings to Centrelink.
Compliance:	Nil. The job seeker is likely to incur a financial penalty from their employer in case of attendance failures.

Other reference material

Providers may benefit from reading this document in conjunction with other reference materials, including:
- Employment Services Assessment (ESAt) Operational Documentation
- Stream 4 Barriers Serviced Performance Measure Advice
- Guide to Providing Access to Records

EPP Code Matrix

	EPP code and descriptor	Compulsory Voluntary	Provider use the code	DHS use the code	Can this code be used multiple times in an EPP?	Other section/s of the EPP this code can be used
Free-text	FTXT – Free-text	C,V	✓	✓	✓	All Sections
Appointment	AI01 - Attend Appointment	C,V	✓	✓	✓	Appointments
	AI03 - Provider Contact Appointment	C	✓	×	×	Appointments
	AI05 - Attend NEIS Interview	C,V	✓	×	×	Appointments
	AI06 - Professional Career Advice	C,V	✓	×	×	Appointments
Job Search	JS01 - Job Search Contacts	C	✓	✓	×	Appointments, Job Search, Compliance, Work Exp
	JS02 - Job Search Skills Advice	C,V	✓	×	×	Job Search, Intensive Act
	JS04 - Job Search Contacts Voluntary	V	✓	✓	×	Job Search
	JS05 - Job Search with Disability - Activity Tested	C	✓	✓	×	Job Search
	JS06 - Job Search with Disability - non activity tested	V	✓	✓	×	Job Search
	JS07 - Research and Prepare Applications	C,V	✓	×	×	Job Search
	JS08 - Use Australian Jobsearch	C,V	✓	×	×	Job Search
Education and Training	ET51 - Attend Australian Apprenticeship Access Program	C,V	✓	✓	×	Educ/Train, Work Exp, Compliance
	ET52 - Adult Migrant English	C,V	✓	✓	×	Educ/Train, Work Exp, Compliance, Intensive Act
	ET53 - Apprenticeship/Traineeship	C,V	✓	✓	×	Educ/Train, Work Exp, Compliance
	ET56 - SEE or ESL course	C,V	✓	✓	×	Educ/Train, Work Exp, Compliance, Intensive Act
	ET57 - SEE and/or ESL assessment	C,V	✓	✓	×	Educ/Train, Work Exp, , Intensive Act
	ET58 - NEIS Training	C,V	✓	✓	×	Educ/Train, Work Exp, Compliance
	ET59 - Study - Part-time or Full-time	C,V	✓	✓	×	Educ/Train, Work Exp, Compliance, Intensive Act
	ET60 - Updating work related licences/quals/m-ships	C,V	✓	×	×	Educ/Train, Work Exp, Intensive Act
	ET64 - Work preparation	C,V	✓	✓	×	Educ/Train, Work Exp, Compliance, Intensive Act
	ET65 - Youth Connections	C,V	✓	✓	×	Educ/Train, Work Exp, Intensive Act
Work Experience	WE12 - Work for the Dole	C,V	✓	✓	×	Work Exp, Compliance, Intensive Act
	WE13 - Work for the Dole including Structured Training	C,V	✓	×	×	Work Exp, Compliance, Intensive Act
	WE03 - Full Time Work for the Dole	C	✓	✓	×	Work Exp, Compliance, Intensive Act
	WE04 - Green Corps	C,V	✓	×	×	Work Exp, Compliance, Intensive Act

	EPP code and descriptor	Compulsory Voluntary	Provider use the code	DHS use the code	Can this code be used multiple times in an EPP?	Other section/s of the EPP this code can be used
	WE05 – Green Corps including Structured Training	C,V	✓	✗	✗	Work Exp, Compliance, Intensive Act
	WE02 – Drought Force	C,V	✓	✓	✗	Work Exp, Compliance, Intensive Act
	WE14 - Drought Force including Structured Training	C,V	✓	✗	✗	Work Exp, Compliance, Intensive Act
	WE10 - Unpaid Work Experience	C,V	✓	✗	✗	Work Exp, Compliance, Intensive Act
	WE11 - Voluntary Work	C,V	✓	✓	✗	Work Exp, Compliance, Intensive Act
	WE09 - Temporary Relocation to Undertake an Activity	V	✓	✓	✗	Educ/Train, Work Exp, Compliance, Intensive Act
	WE08 - Relocation to an Area of Higher Labour Demand	V	✓	✗	✗	Work Exp
	WE17 – Green Army	C,V	✓	✓	✗	Work Exp
Employment	EM52 – NEIS	C,V	✓	✓	✗	Employment, Compliance
	EM53 - Part-time or Casual Work	C,V	✓	✓	✗	Employment, Compliance, Intensive Act
	EM54 - Self Employment	C,V	✓	✓	✗	Employment, Compliance, Intensive Act
Non-Vocational	NV01 - Prepare Child for Outside School Hours Care (OSHC)	V	✓	✓	✗	Non-voc, Intensive Act
	NV02 – Counselling	V	✓	✗	✓	Non-voc, Work Exp, Intensive Act
	NV03 - Motivational Training	C,V	✓	✗	✗	Non-voc, Work Exp, Intensive Act
	NV04 - Non-Vocational Training	C,V	✓	✗	✓	Non-voc
	NV05 - Parenting Skills Program	V	✓	✓	✗	Non-voc, Work Exp, Intensive Act
	NV06 - Personal Development Training	C,V	✓	✗	✗	Non-voc, Work Exp, Intensive Act
	NV07 - Drug and Alcohol Rehabilitation	V	✓	✓	✓	Non-voc, Work Exp, Intensive Act
	NV08 - Independent Living Skills	C,V	✓	✓	✗	Non-voc, Work Exp, Intensive Act
	NV09 - Self-help Group or Support Group	C,V	✓	✗	✓	Non-voc, Work Exp, Intensive Act
	NV10 - Undertake an Assessment	C,V	✓	✓	✓	Non-voc
	NV12 - Child Care	C,V	✓	✓	✗	Non-voc, Intensive Act
	NV13 - Intervention – Non Specific	V	✓	✓	✓	Non-voc, Work Exp, Intensive Act
	NV14 - Health Maintenance Program	V	✓	✓	✓	Non-voc, Work Exp
DHS only	AI02 - Attend Quarterly Appointment	C,V	✗	✓	N/A	N/A
	AI08 - Reduced Capacity Requirements	C,V	✗	✓	N/A	N/A
	JS03 - Job Seeker Diary	C	✗	✓	N/A	N/A
	ET55 - Career Information Centre	V	✗	✓	N/A	N/A
	ET63 – Youth Activities	C	✗	✓	N/A	N/A

EPP code and descriptor	Compulsory Voluntary	Provider use the code	DHS use the code	Can this code be used multiple times in an EPP?	Other section/s of the EPP this code can be used
WE16 - Community Services Order	C,V	✗	✓	N/A	N/A
EM55 - Continue current employment	C,V	✗	✓	N/A	N/A

Creating and Updating an Employment Pathway Plan

Process	Description
1. Job Seeker needs an EPP created or updated a. Identify the job seeker's participation requirements and individual circumstances. b. Negotiate appropriate activities with the job seeker (or review and negotiate if updating an EPP). c. Ensure the job seeker understands their rights, responsibilities and agreed activities.	EPPs must be reviewed at every contact to ensure they are up to date. EPPs must be updated regularly as the job seeker progresses along their pathway to employment or to reflect other changes in their circumstances. When negotiating the EPP, employment services providers must consider: • the job seeker's capacity to work • the job seeker's education, experience, skills, age, physical condition and health (including mental health), • the state of the labour market, • the availability of places in appropriate courses of education or training, • the transport options available, • the family and caring responsibilities, • the financial costs of compliance with the terms of the EPP, • the job seeker's accommodation situation, • any other relevant circumstances that may affect a job seeker's ability to participate and comply.
2. Job seeker and provider sign the EPP; and	If the job seeker requires time to consider the requirements or to discuss them with a third party, they may be given 48 hours 'think time' to consider the requirements prior to signing.
3. Record approval of the EPP in ESS	If a Manual EPP needs to be used, the ESS based EPP must reflect the manual EPP exactly. Providers will need to ensure that the wording of the defined activity code text is replicated exactly. All details in a manual EPP must also be entered into ESS as soon as possible.

Barrier Management Tool

Policy Intent

This document contains information for providers on how to use the Barrier Management Tool (BMT) to identify and treat a job seeker's vocational and non-vocational barriers to employment, including by managing barriers and any associated interventions to help ensure the job seeker is undertaking appropriate activities and receiving assistance to overcome their barriers.

Providers are not required to use the BMTit is an optional tool only. The BMT is designed to support more effective servicing through a 'one-stop-shop' allowing providers to display and manage the job seeker's barriers, including Employment Services Assessments (ESAt) identified barriers, and link barriers and interventions to relevant activities and provider assistance in the job seeker's Employment Pathway Plan (EPP). The BMT can assist providers to:

- meet the Employment Pathway Fund (EPF) Enhanced Documentary Evidence Requirement, through increased visibility of EPF expenditure to address barriers to employment;

- meet requirements to include ESAt recommended interventions in the Employment Pathway Plan; and

- record additional barriers, other than ESAt identified barriers, for assessment in the Stream 4 Star Ratings Barriers Serviced Performance Measure, for which a full description is available in the *Stream 4 Star Ratings Barriers Serviced Performance Measure Advice*.

Operational Process

Providers have significant flexibility in how they choose to use the BMT to best service the job seeker. However the tool it is there to assist Providers them should they wish to use it, there is no requirement for them to do so.

- Providers can utilise the BMT prior to a job seeker's appointment, to review their circumstances and barriers to help determine what activities or assistance they would benefit from. Where a provider uses the BMT to create new activities for the job seeker linked to barriers or interventions, the previous EPP will remain in effect until after the job seeker has attended their next appointment, reviewed and signed the new EPP. Where the job seeker misses their appointment, the provider should set up another appointment as soon as possible to negotiate inclusion of current activities addressing identified barriers within a new EPP. If a job seeker refuses, compliance action may be appropriate.

- Alternatively, the provider may go through the BMT with the job seeker during their appointment. After checking recorded details in the Participation Profile screen and BMT, and then discussing with the job seeker their current circumstances, barriers, skills and capacity to undertake activities, the provider can make use of BMT functionality to record any new barriers identified, and link relevant barriers and interventions to EPP activities and assistances that will help them to overcome those barriers and meet their participation requirements. Immediately following the interview, the job seeker is able to review and sign a new EPP containing any new or updated (current) activities or assistances.

Providers can choose to list barriers in the BMT without having to list interventions against them or link barriers and interventions to the EPP. The BMT is a tool for providers to utilise as much or as little as they choose. In addition, some Providers may not consider some aspects of the tool necessary for their servicing, in this instance Providers can choose to use only those aspects that suit their needs.

Further information and guidance on how to undertake the relevant procedures involved in servicing job seekers using the BMT, is set out in the following table.

For advice/training on key BMT systems features, and how to use these to undertake the required servicing procedures, please view the IT Demonstration Movie '*Barrier Management Tool and the Employment Pathway*

Plan' on the Learning Centre secure site (under the Workbooks and Movies tab for providers). This demonstration includes relevant ESS screenshots with commentary on how to use key functionality for best practice servicing; including, for example, the BMT 'barrier list' feature which displays the type, status, severity and description of various barriers imported/added to the BMT.

Barrier types include: barriers imported from an ESAt/Job Capacity Assessment (JCA), or Comprehensive Compliance Assessment (CCA) recommendation and are auto-populated in the BMT. However, barrier types identified from a Skills Assessment, as well as User (i.e. provider identified) barriers would need to be manually added.

The status of a barrier or intervention will need to be manually set to one of the following: 'New', 'Being Addressed', 'No Action Required' or 'Finalised'. However, if the barrier or intervention is linked to an activity then it will automatically have the status of 'being addressed'.

Process	Description
Import Barriers and Interventions	It is not essential to 'import' barriers and interventions each time the BMT is used. ESAt barriers and interventions and CCA interventions are automatically imported into the BMT. Providers will need to import provider-generated Skills Assessment information using the import button.
Add New User Barriers	Providers also have the capacity to add new 'user' barriers which they have identified in working with the job seeker. Note: medical evidence is not required when entering a user barrier, however it is suggested that the provider have confidence that any relevant condition exists.
Manage Barriers and Interventions, including by linking with Activities and Assistances	Providers can use the BMT to view and manage all of the job seeker's identified barriers and associated interventions. The provider can choose to determine which barriers are to be addressed and in which order. Where there are multiple barriers, providers may wish to prioritise which barriers need to be addressed initially and which will be addressed later. There is no specified number of barriers to be addressed with a job seeker during a period of service. The number of barriers depends on the job seeker's circumstances.

Providers can choose to link EPP activities and assistances to either interventions or barriers (except in the case of CCA interventions, where activities can only be linked to the intervention itself). Providers may select more than one EPP activity to address a particular barrier, or may select one activity to address multiple barriers. A barrier will be set from 'New' to 'Being Addressed' automatically by linking the Barrier or related intervention to an EPP activity. |
| **Addressing identified barriers by adding new EPP activities or assistances** | Where the provider links identified barriers or interventions in the BMT to activities needed to overcome those barriers and meet the job seeker's participation requirements, these can be activities already contained within an approved EPP, or new EPP activities added by the provider. In the latter circumstance, the previous EPP will remain in effect until the new EPP has been signed by the job seeker. The system will not change the status of the EPP, but if it is still pending 5 days after it was created, a notification will be produced and will remain in place until the EPP has been approved. |
| **Participant Access to Records** | Providers choosing to use the BMT should familiarise themselves with relevant provisions under the Employment Services Deed (clause 97) and information contained in the *Guide to Providing Access to Records.* |